

**A fully-managed
phone system in the cloud.**

Focus on what's important.

Move your business forward.



Fulcrum  **Systems** LLC

Business Phone System

Enterprise-grade communications at an affordable cost.
Advanced customer-focused features.

Management Portal

- 1 Full Call History
- 2 See Active Calls in progress
- 3 Brief Statistics
- 4 Add/Manage and Delete Users
- 5 Add/Manage Auto Attendants
- 6 Manage Schedules
- 7 Manage Music/Messages on Hold

User Portal

- 1 Manage Messages
- 2 Quick view of current Profile and Phones
- 3 Full Call History
- 4 Manage Contacts
- 5 Answering Rules
- 6 Find-Me / Follow-Me
- 7 Forwarding
- 8 Personal Music on Hold

Strengthen your contact centre communications.
Empower your customers.



Call Queue	Active Calls	Callers Waiting	Wait	Agents Idle
Queue #1 (100)	0	0	-	2
Queue #2 (200)	0	0	-	2

STATS GRID		ALL QUEUES	
CW	AWT	CW	AWT
0	0:00	0	0:00
AHT	ABN	AHT	ABN
0:00	0%	0:00	0%
CA	CV	CA	CV
0	12	0	12
AC		AC	
0		0	

Contact Centre

- 1 Supervisor Portal with Live Stats
- 2 Reporting available Agent-by-Agent
- 3 Listen In, Whisper Page and Barge
- Full Queuing
 - Round Robin (longest idle)
 - Ring All
 - Linear Hunt and Cascade
 - Skills Based Routing
- Call Recording
- Music and Messages on Hold
- Position in Queue announcements
- Reserve Place in Queue with Callback

Mobility

Keep your mobile number secret by using your office number on your mobile phone.

- 1 Visual Voicemail
- 2 Full Call History
- 3 Change Answering Rules remotely
- Presence Indicators for co-workers
- Free WiFi Calling anywhere in the world

Exceptional Features

Office Manager Web Portal

A dedicated portal that lets you control all functions and features of your phone system.

User Web Portal

An easy to use web portal for each user to review call logs, listen to and manage voicemail and change personal settings.

Call Conference (3 Way Calling)

Add another outgoing call to an already connected call.

Call Forward

Selectable options on forward always, forward on busy, when unanswered or when offline. You can also redirect calls to your mobile phone/ external phone number or a user inside your office.

Call Hold

Easily puts a call on hold while you answer another call.

Call Logs

Provides downloadable detailed call records by extension or by company.

Call Screening

Callers are required to record their name, and you get an audible option to accept/ decline.

Call Transfer

Transfer calls to another user or outside phone number.

Call Blocking

Block unwanted and/or anonymous callers.

Caller ID and Name Display

Know who is calling before you answer with name and number display.

Caller ID Block

Block your caller ID from being displayed on outbound calls.

Click to Dial

Users can click to dial numbers and return calls in call history from their User Web Portal.

Do Not Disturb

Callers go directly to voicemail when you don't want to be interrupted.

Emergency Assistance (911)

Set an address for individual extensions (users) or for your entire company so that responders know where to send help in the event of an emergency.

Find Me – Follow Me

Calls can be forwarded to multiple numbers that will ring all at the same time or in a sequence you define.

Mobile Apps

Tablet, smartphone and computer apps are available to allow dialing to and from these mobile devices from a WiFi or cellular network.

On Demand Call Recording

Records calls on your extension with simple keystrokes, record what you want, when you want.

Company Call Recording

Automatically record some or all company phone calls and save them securely.

Multiple Devices

You can register multiple devices for each extension. For example you could have your office phone, a softphone on your mobile device and another phone at your home and all could ring at the same time.

Music and Messages on Hold

Upload your customized recordings. We can also record your message for you.

Ten-digit Dialing

No need to dial 9 or even 1 to make a long distance call.

Simultaneous Ring

Same as Find Me - Follow Me, allows you to program many numbers where you can be called in a cascading or simultaneous order.

Automated Attendant/ Virtual Receptionist

Streamline efficiency with an Automated Attendant to answer and direct all your inbound calls. You can optionally configure to have live answer before the Automated Attendant kicks in. Incoming callers select options from a menu to reach the appropriate department or individual.

- Different greetings for day or night
- Holiday schedule and greetings
- Dial by name directory
- Transfer to external numbers automatically

Time Frames

Easy drag and drop scheduler to set your office hours and call routing.

Voicemail

Every user gets their own voicemail to securely check messages from the phone, or a website from anywhere in the world.

Voicemail to Email

Receive voicemail as an audio file attached to email. Can be played back on your smartphone. Also see optional Voicemail Transcription.

Hunt Groups

Calls can be forwarded to multiple users or telephone numbers that will ring all at the same time or in a sequence you define. For example, the sales or service team can be in a hunt group.

Add-on Features

Voicemail Transcription

Have your voicemail messages emailed to you as written transcripts, with audio files attached.

Contact Centre Supervisor and Agents

Full Inbound Call Centre functions with call queuing/stacking and extensive reporting. Calls can also be routed by agent skill set.

Greeting Changes

Changes to your greetings are available. Fees apply to each order which could include single or multiple recording changes done at the same time. You can upload and record your own greetings at no charge anytime.

Conference Calling

Full web control and recording for inbound calling. Also add outbound called participants from the portal.

Toll Free Number

Add a new toll free number or let us move your existing toll free number. Toll Free numbers allow anyone in Canada and the US to reach you without the caller incurring any long distance charges.

Local Numbers

Keep your existing number(s) or pick from over 1,600 Canadian cities or towns. Portray a local presence in any additional market by publishing a local phone number in any area code. International and US cities are also available.

- Local numbers for remote employees
- Great for geo-targeted marketing campaigns
- Same functionality as Main Company Phone Number

Paperless Internet Fax

Easily send faxes via the web or email. Receive faxes via the Web or in your email as an easy-to-file-or-forward PDF document.